

FIG. 1



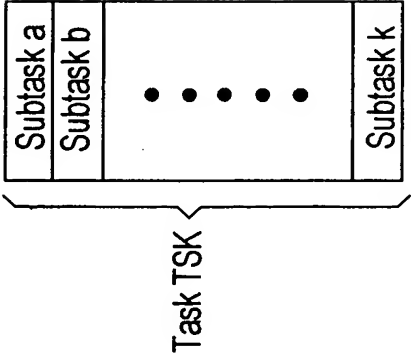


FIG. 2a

Subtasks	Production rates
Subtask a	n_a
Subtask b	n_b
•	•
•	•
•	•
•	•
•	•
Subtask k	n_k

FIG. 2b

Name	John Doe
Exempt Status	Exempted
Handling Capability	Yes
•	•
•	•
•	•
•	•
•	•
Daily Available Hours	5.8
Daily Administrative Hour	1.2

FIG. 2c

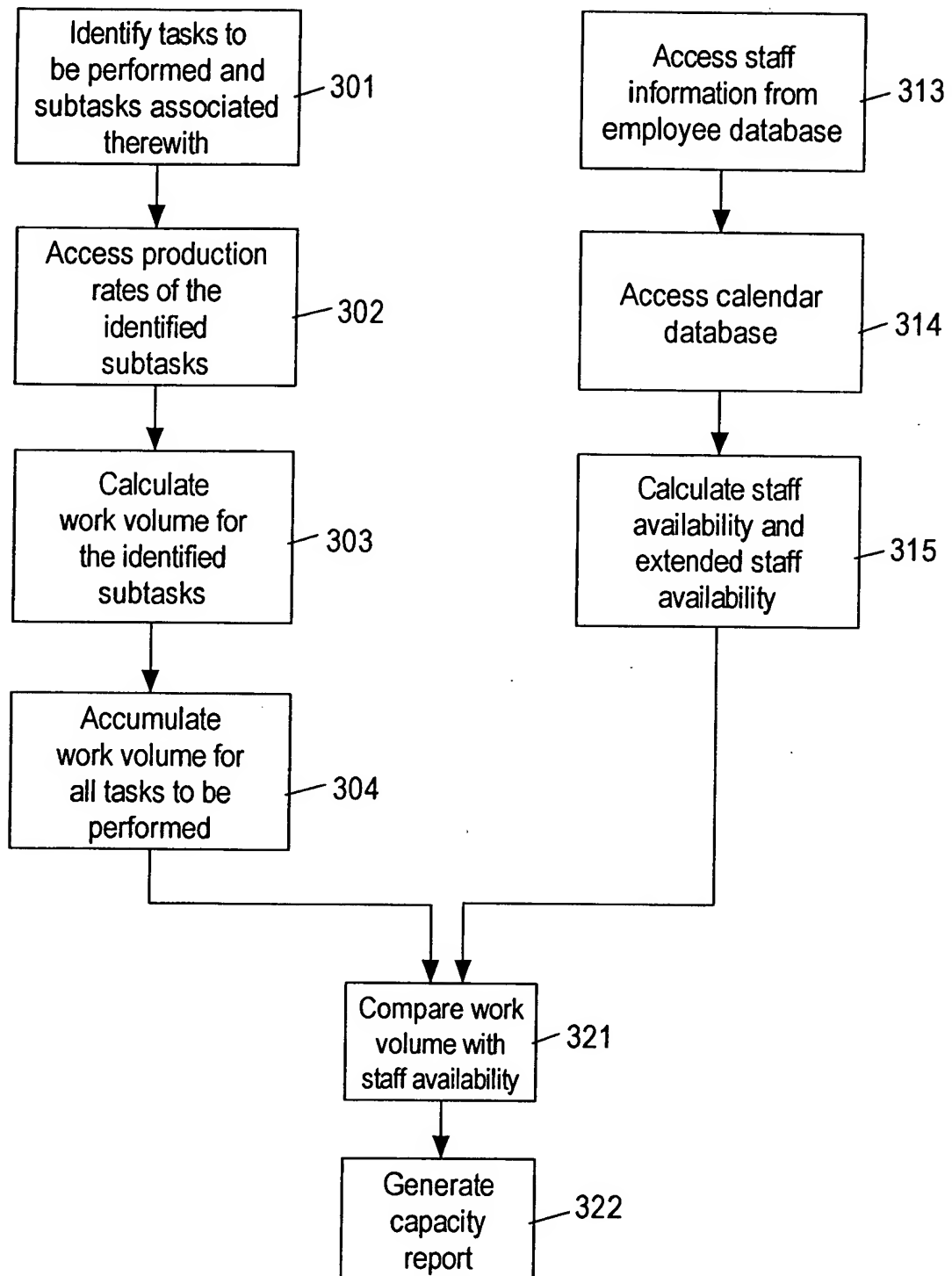


FIG. 3

7 Hours Per Day		CAPACITY PLAN			
		494	495		
		ACTUAL	FORECASTED ESTIMATES		
		Sep-2003	Oct-2003	Nov-2003	Dec-2003
# of Business Days		21	23	19	22
Subtasks					
Domestic Account Adds		1,728	1,668	1,330	1,540
Domestic Changes / Updates		15,456	16,914	14,345	16,610
Doc Entries - Adop Agreements		28,134	30,263	34,200	40,700
Doc Entries - W9		1,444	1,817	1,482	1,738
Doc Entries - Margin		2,649	2,642	2,260	2,640
Doc Entries - Option		2,757	2,299	2,090	2,420
TOTAL VOLUME		52,168	55,592	55,727	65,648
Total Volume		52,168	55,592	55,727	65,648
Production rates (per hour):					
Domestic Account Adds		27.0	27.0	27.0	27.0
Domestic Changes / Updates		36.0	36.0	36.0	36.0
Doc Entries - Adop Agreements		40.0	40.0	40.0	40.0
Doc Entries - W9		60.0	60.0	60.0	60.0
Doc Entries - Margin		60.0	60.0	60.0	60.0
Doc Entries - Option		60.0	60.0	60.0	60.0
Required Hours:					
Domestic Account Adds		64.0	61.3	49.3	57.0
Domestic Changes / Updates		429.3	469.8	398.5	461.4
Doc Entries - Adop Agreements		703.4	756.6	855.0	1,017.5
Doc Entries - W9		24.1	30.3	24.7	29.0
Doc Entries - Margin		44.2	44.0	38.0	44.0
Doc Entries - Option		46.0	38.3	34.8	40.3
Processing Required Hours		1,310.9	1,400.4	1,400.3	1,649.2
Processing Related FTEs		8.9	8.7	10.5	10.7
Required Support Function Hours:					
SF 10	Report Retrieval	73.5	80.5	66.5	77.0
SF 20	Mass Updates	73.5	80.5	66.5	77.0
SF 30	Testing	147.0	161.0	133.0	154.0
SF 40	Document Retrieval	105.0	115.0	95.0	110.0

FIG. 4a

7 Hours Per Day		CAPACITY PLAN			
		ACTUAL	FORECASTED ESTIMATES		
		Sep-2003	Oct-2003	Nov-2003	Dec-2003
405	# of Business Days	21	23	19	22
	Support Function Required Hours	399.0	437.0	361.0	418.0
	Support Function Related FTEs	2.7	2.7	2.7	2.7
	Total Hours Required	1,710	1,837	1,761	2,067
406	Staff Outage (hours per month):				
	VS 10 Personal Vacation	63	77	56	105
	VS 20 Sick Days	28	28	35	49
407	VS 30 Disability	0	0	0	0
	Total Staff Outage Hours:	91	105	91	154
	Staff Outage Related FTEs:	0.6	0.7	0.7	1.0
408	Managerial Functions-(hours per month):				
	MF 10 Formal Training	21	23	19	22
	MF 20 Internal Training	11	12	10	11
	MF 30 Staff Meeting/Coaching	16	17	14	17
409	MF 40 Staff Support	147	161	133	154
	MF 50 Supervisory Work Time	105	116	95	110
	Total Fixed Hours:	299	328	271	314
	Fixed Hours Related FTEs:	2.0	2.0	2.0	2.0

FIG. 4b

7 Hours Per Day		CAPACITY PLAN			
		ACTUAL	FORECASTED ESTIMATES		
		Sep-2003	Oct-2003	Nov-2003	Dec-2003
410	# of Business Days	21	23	19	22
412	Total Other Hours Required	390.2	432.9	361.8	467.5
	Total Hours Required	2100.0	2270.3	2123.0	2534.7
	FORECASTED STAFF REQUIRED	14.3	14.1	16.0	16.5
414	FTE ELASTICITY CALCULATIONS				
	Actual Paid Staff	12.0	12.0	12.0	12.0
470	Available Staff(-Disability, Vac, Sick)	11.4	11.3	11.3	11.0
	8 Hour Day Non-Exempt	12.9	12.9	12.9	12.9
	9 Hour Day Exempt	13.8	13.8	13.8	13.7
	Enhanced Staff (+ Borrowed/-Lent)	13.8	13.8	13.8	13.7
	Actual Overtime	14.2	13.8	13.8	13.7
	Overtime Forecast (2hrs/day Non-Exempt)	15.7	15.6	15.6	15.5
	Actual Weekend Hours	14.2	13.8	13.8	13.7
	Weekend Forecasted Hours	17.2	17.0	17.3	17.0
480	Difference of Req'd vs. Actual	-2.3	-2.1	-4.0	-4.5
	Variance (%)	-19.05%	-17.51	-33.02%	-37.16%
	Cost of Variance	-\$14,287	-\$13,131	-\$24,766.20	-\$27,670.37
490	Labor \$ per unit:				
	Labor \$ per subtask	\$1.44	\$1.35	\$1.35	\$1.14

FIG. 4c

500

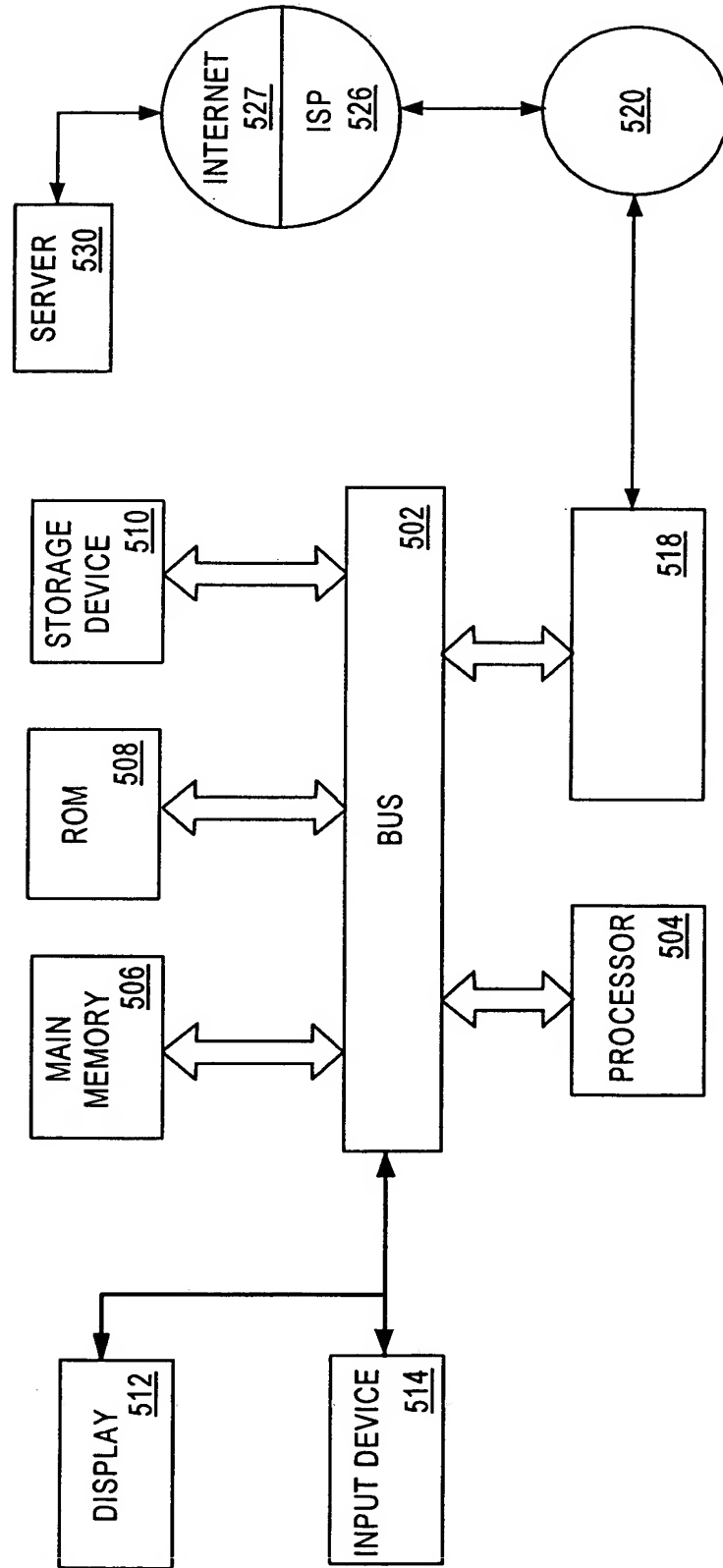


FIG. 5